

The background of the central section is a photograph of a construction site at dusk. Several tall cranes are visible against the darkening sky. In the foreground and middle ground, there are several multi-story buildings under construction, with some windows already lit up. The overall scene is dimly lit, with the primary light sources being the construction lights and the building windows.

"Freshservice is like a breath of fresh air. It has improved our work-life and performance."

Lauren Nunnally

Director of Support, Swinerton Builders





Swinerton Builders, a U.S.-based provider of commercial construction and management services for over a century, was on the lookout for a new IT service management (ITSM) solution to improve their service delivery and IT support.

Swinerton picked **Freshservice** based on the ability to globally increase efficiency of IT operations, the ease of configuration and customization, the usability for both IT and end users, the extensive knowledge management capabilities, the scope for improved customer satisfaction, and finally, the simplicity of the application.

SWINERTON'S RUN IN WITH IT SUPPORT

Swinerton needed something that would shift focus from solely handling IT problems to refining IT support and customer satisfaction.

Additionally, the company's previous ITSM tool, Helpstar, was slow and unreliable. The on-premise application further didn't allow Swinerton to easily add agents either, thus hampering their progress and efficiency.

Swinerton's necessities primarily involved an easy to adopt service desk that would allow them to work uninterrupted and also focus more on the customer without being bogged down by problems involving:

- ◆ Usability of ITSM tool
- ◆ IT efficiency issues

- ◇ Stability of solution
- ◇ Low self-service adoption
- ◇ Limited availability of knowledge base
- ◇ Lack of focus on end-user service
- ◇ Dearth of customer feedback

It was decided that a cloud-based ITSM solution was the way forward to address their current functional, operational, and management issues.

SWINERTON: FRESHSERVICE VS. THE OTHERS

Although Freshservice had already established itself with Swinerton, the company picked the solution for more than Freshservice's existing finesse in the arena. A few factors that specifically catered to their needs and contributed to the selection of Freshservice:



User-friendly

The service desk proved to be easy to adopt, and required no exclusive training to operate as it's self-explanatory. Swinerton's team is a lot more productive and free from answering FAQs, thanks to the knowledge base.



Gamification

In addition to the service desk team having fun while working, gamifying also makes agents competitive; this begets better performance and efficiency in the workplace.



Customer-centricity

The end user experience is paramount to Swinerton and Freshservice met that requirement.



Service catalog

A feature that Swinerton had never come across before, the service catalog enables their employees to view the services they have access to and subsequently request them.



Ability to multi-task

While their previous ITSM tool didn't have the bandwidth to work on more than one ticket at a time, Freshservice allows IT users to access multiple tickets simultaneously.



Niche interface

Despite a gamut of products available in the market, only Freshservice met Swinerton's checklist with its simple and fresh user interface, and still had more scope to work with.



Strong alignment to ITIL

Freshservice is based on the ITSM best practice framework and is thus molded to Swinerton's needs; letting the users access the software easily.

We (Swinerton) are not used to working with companies like this – young, ambitious, and energetic. It feels nice.”



Nicholas Bee

*IT Service Director
Swinerton Builders*



SWINERTON'S PROGRESS WITH FRESHSERVICE

In the first 8 months of using Freshservice, Swinerton has achieved far more than what they were looking for. End users now frequently provide feedback, and also feel more inclined to use self-service rather than raise tickets through other means. With the employees/agents now having the flexibility to decide on the urgency of the tickets, there has also been a steady rise in the quality of service delivery.

The most noted improvement would be Swinerton's customer feedback response that has gone up from a mere 0.4% to 25%, which is a lot considering that there are 1300 employees. Swinerton finds it a major source of motivation, especially in terms of continual service improvement. Not only are end users responding with whether they are happy or not, they are also leaving valuable comments. This is helping Swinerton track unhappy customers and interact with them to resolve their issues as quickly as possible; not to mention improving individual and team performance. Which, in turn, has increased the overall efficiency of their IT operations and the ability to process more tickets.

Among the key improvements in Swinerton's IT operations, Freshservice also simplified its incident management process via self-service. Swinerton saw a significant increase in use of the ticketing system and satisfaction since the introduction of Freshservice—making things a lot more effective in terms of functionality. The users don't consider it a mere ticketing tool and instead, as a place of answers to all their queries that doesn't require raising tickets.

CUSTOMER FEEDBACK RESPONSE

0.4% → 25%

The knowledge base and how-to videos are also gaining a lot of viewers. Not to mention the speed of ticket approvals – what used to take Swinerton days for a simple hardware request, now takes a few minutes. Their other favorite features of Freshservice include:

Knowledge base

The most valuable attribute for Swinerton and something that wasn't possible with their previous tool. For instance, Swinerton now comfortably embeds "how-to" videos on cost management to their solutions page.

Incident management via self-service

Swinerton's employees now find it a lot more accessible and easier to raise tickets and resolve issues through self-help. Prior to Freshservice, they often avoided the ticketing system and instead walked up or called the service desk.

Service desk branding

From the preview element to the way the home page can be branded, Swinerton liked how everything could be tailor-made.

Automated solution

Freshservice is resilient and completely automated – it provides a customized rules capability– that empowers employees as well.

Performance metrics

Swinerton now has access to all the reports it needs and can review team performances with ease. It is able to view all data related to the ticket on the dashboard – what’s open, when it’s due, what needs more attention, etc. – and assess the levels of progress.

Currently successful using the incident management module with 400 agents, Swinerton will soon take the jump on using Freshservice’s change and problem management modules as well. The company is also looking forward to the live chat feature that’s yet to be rolled out. Further, the team is happy that they are able to share their status logs and prospective changes that they’d like to see, with the product team at Freshdesk. Swinerton found Freshservice a refreshing change as it doesn’t charge anything for additional services, as is the situation with other vendors.

47

Agents

360

Days Of Freshservice

14182

Tickets

In addition to the overall positive affect Freshservice has had with Swinerton, the company’s productivity and efficiency levels have steadily increased since the ITSM tool’s implementation, and will continue to do so as they explore more of Freshservice. According to Swinerton, Freshservice has changed the way their teams function and improved their work-life, as well as their performance.

“Fresh and simple. That is what we are looking for in today’s world where simplicity is overlooked and not found in other tools.”

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Lauren Nunnally

*Director of Support,
Swinerton Builders*



ABOUT FRESHSERVICE

Freshservice is a cloud-based IT service desk and IT service management (ITSM) solution that is quick to set up, easy to use and manage to simplify work across organizations.

Freshservice leverages ITIL best practices to enable organizations to focus on what’s most important – exceptional service delivery and customer satisfaction. With its powerfully simple UI, Freshservice can be easily configured to support your unique business requirements and integrated with other critical business and IT systems. Native integrations are provided “out-of-the-box” with many of the most popular cloud services such as Google Apps, Dropbox, AWS, and Bomgar to speed up deployment and reach.

Freshservice is built on the proven Freshdesk platform, whose flagship customer service offering supports more than 50,000 customers worldwide, including Honda, 3M, Macmillan, Bridgestone, and UNICEF.

www.freshservice.com





Refreshing ITSM